

	SC CLINICA POLISANO SRL LABORATORUL DE ANALIZE MEDICALE	Fisa de evaluare a satisfactiei pacientului
---	--	--

FISA DE EVALUARE A SATISFACTIEI PACIENTULUI

Stimate PACIENT,

In cadrul Laboratorului de analize medicale a SC Clinica Polisano SRL Sibiu a fost implementat un sistem de management al calitatii conform standardului international ISO 15189:2007. Pentru a contribui la imbunatatirea continua a prestatiei noastre, va rugam sa evaluati (pe o scala de la 1 la 20, prin bifare) calitatea urmatoarelor aspecte :

1. Cum apreciati eficienta sistemului organizatoric privind primirea-programarea pacientilor ?

Necorespunzatoare															Excelenta				
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20

2. Cum apreciati profesionalismul personalului medical mediu cu care ati intrat in contact ?

Necorespunzator															Excelent				
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20

3. Cum apreciati profesionalismul personalului medical superior care v-a sfatuit?

Necorespunzator															Excelent				
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20

4. Cum apreciati nivelul dotarii tehnice ?

Necorespunzator															Excelent				
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20

5. Cum apreciati precizia si claritatea rezultatelor inscrise pe documentele medicale care v-au fost eliberate ?

Necorespunzatoare															Excelenta				
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20

6. Ati recomanda unui alt PACIENT sa apeleze la serviciile acestui laborator ?

Da, fara rezerve. (20 puncte) Da, in anumite conditii. (10 puncte) Nu as recomanda. (1 punct)

7. Cum apreciati respectarea timpului de programare pentru recoltare si a timpului de asteptare a eliberarii rezultatelor ?

Necorespunzatoare															Excelenta				
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20

8. Ce recomandari puteti face pentru imbunatatirea calitatii serviciilor medicale ? (eventual in relatie cu raspunsul dat la intrebarile 1-6)

.....

VA MULTUMIM !